



Washington State Health Care Authority

Medical Appeals and Complaints Coordinator

(Communications Consultant 2)

About the Health Care Authority

The Health Care Authority (HCA) administers the following programs:

- Basic Health
- Community Health Services
- Health Insurance Partnership
- Health Technology Assessment Program
- Prescription Drug Program
- Public Employees Benefits Board (PEBB)
- Public Employees Health Plans
- Washington Wellness

These programs provide access to high-quality health care for more than 500,000 Washington residents.

HCA also administers two self-insured health plans for the Public Employees Benefits Board (PEBB): The Uniform Medical Plan and the Aetna Public Employees Plan.

For more about our agency and its mission, visit our Web site at <http://www.hca.wa.gov>

Why work at the HCA?

The HCA employs about 300 people located in Lacey and Seattle. Our employees take pride in helping their fellow state employees and Washington residents get information about health care coverage, and keep that coverage. As recipients of state health coverage ourselves, we know that wellness and peace of mind comes from affordable, accessible health care.

Our Seattle office, located on 3rd Avenue near Pike, is close to shopping, banking, restaurants, Westlake Center, Pike Place Market and the waterfront. <http://www.downtownseattle.com>

SALARY: \$3,003 - 3,935 per month (salary range 46)

LOCATION: Seattle, Washington

CLOSES: Open until filled. Priority Review- May 20

The HCA is seeking candidates for a **full-time permanent opening** in Seattle with the Public Employees Health Plans division of the Health Care Authority. This position is overtime exempt and is not covered by a union bargaining agreement.

Essential Activities

Do you enjoy writing? If so, read below to find out about your opportunity to do just that.

The PEHP is looking for someone to coordinate the process and operations of our appeals and complaints department. Join the Public Employee Health Plans communication and clinical teams and coordinate the process and operations of our appeals and complaints. You must be able to determine key issues from submitted verbal and written communications from providers and our members, perform research on the issue; interpret technical, clinical, and contractual language; document and present your findings to the appeals committee; document their decisions; and provide written responses to members, providers, and other stakeholders. Concisely document all related information in an access data base. You will develop and run routine reports from the database regarding stats surrounding appeals and complaints. Large focus on the interpreting, writing, and translation of high level medical and insurance language into simple "plain talk" written communications. You will also meet tight deadlines, ensuring compliance with both the Washington State Patient Bill of Rights and HIPAA.

Required Qualifications.

- Experience writing for various reading levels or audiences with proper grammar, punctuation and spelling
- Expertise in Microsoft WORD, formatting documents, creating headers and footers, working with pictures, and creating, editing and formatting tables and columns.
- Experience in any part of the healthcare field, like: health care plans, provider's offices, facilities, where medical terminology was used.
- Intermediate level experience with word processing software, such as Microsoft WORD. The ability to format documents, create headers and footers, work with pictures, and create, edit and format tables and columns.

Employee benefits

The state of Washington offers a comprehensive benefits package, including:

- [medical](#)
- [dental](#),
- [life](#), and
- [long-term disability](#) insurance.
- Optional [long-term care](#) and [auto/home](#) insurance.
- Optional [medical flexible spending account](#).
- Vacation, sick, military, and civil leave.
- Eleven paid holidays per year.
- A state [retirement plan](#).
- Optional credit unions and savings bonds.
- Optional [Deferred Compensation](#) and [Dependent Care Assistance](#) programs.

The HCA vigorously pursues diversity in the workforce. We encourage women, racial and ethnic minorities, people with disabilities, and disabled and Vietnam-era veterans to apply. People with disabilities who need help with the application process may call the HCA's Human Resources Office at 360-923-2703. If you need this application in an alternative format (such as Braille or audio), please contact our Americans with Disabilities Act Coordinator at 360-923-2805 or TTY 360-923-2701.

Desired Qualifications

- Bachelor's degree in journalism, public relations, communications, or closely allied field.
- Intermediate skills with MS ACCESS and EXCEL
- Skills and experience in customer service, with a desire to put the customer first
- Skills and experience in diffusing difficult or sensitive conversations.

To apply, please submit:

1. A letter of interest, explaining why you are interested in this specific position. Also please address examples of your experience and performance with the following skills: reliability, responsibility, initiative, organization, and thoroughness.
2. A completed Washington State application form, available at: <http://www.dop.wa.gov/Resources/Forms/>
3. A minimum of three employment references, two supervisors and one peer or co-worker
4. The reference authorization form.

Applications will be reviewed upon receipt.

You may submit these materials by mail, e-mail, or fax.

Mailing address

Health Care Authority
Human Resources Office
P.O. Box 42698
Olympia, WA 98504-2698

E-mail address and fax

hmb@hca.wa.gov
Fax: 360-923-2604
Please use **Communications**
Consultant 2 in the subject line.

Contact information

Pam Dickey
360-923-2814
TTY 360-923-2703

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

Where did you hear about this job? _____

NOTE: A photocopy of this information shall be as valid as the original.